

Housekeeping Assistant



Applying for this post

To apply for this post please complete the online application process on our website:
<https://www.birmingham-rep.co.uk/get-involved/careers-and-vacancies.html>

Data from your diversity monitoring form will not be shared with the recruitment panel.

*we accept other forms of submission including video and audio recordings.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact RepTalent@birmingham-rep.co.uk

The deadline for receipt of **applications** is **12th November** at **midday** although we may choose to close this vacancy early, so we encourage early application

Guidance

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

In line with GDPR, your application will be retained securely for 6 months before being destroyed if you are unsuccessful.

Vacancies will generally close by the deadline, however, we reserve the right to close the vacancy early if we receive a high volume of suitable applicants. We therefore advise candidates to submit their applications as soon as possible if they wish to be considered for the role. Any applications made after the deadline will not be considered.



Role Summary

The REP is an ambitious and exciting theatre which is now growing and re-building following the impact of COVID 19. There is much to celebrate and be excited about at The REP including our 50th anniversary as well as Birmingham's Commonwealth Games Cultural Festival in 2022, the Birmingham City re-generation, a redevelopment of our front of house areas, and reasserting our mission and values under a new executive team, Rachael Thomas Executive Director and Sean Foley, Artistic Director

In this role you have responsibility for ensuring both our front and back of house areas and auditorium are cleaned to a highly professional standard and in line with all current COVID regulations. You will play an integral part in providing a first class experience for all our visitors and colleagues who use The REP facilities.

Main duties and responsibilities

- To provide excellent customer service to customers and visitors to The REP, often meeting visitors and audience members are part of your daily job
- To provide a clean, tidy and welcoming environment for customers, visitors and staff
- To maintain the building and its facilities to a high standard at all times
- Ensure a safe working environment is maintained at all times with particular regard to the health, safety and welfare of you and others.
- Check, tidy and clean all areas in the backstage, auditorium and front of house as allocated within the rota.
- Undertake any specific or seasonal cleaning as required.
- Remove all rubbish to the designated areas.
- Ensure all supplies of hygiene products remain topped up.
- Report any specific cleaning requirements or incidents
- Communicate and assist, as necessary with all other key personnel within The REP teams to ensure a clean and tidy environment
- Assist with meeting room set up including ensuring rooms are tidy and set up as required
- Any other reasonable duties required

- General Responsibilities
 - Adhere to and implement the guidelines, procedures and policies of the company as detailed in the staff policies (available from the staff intranet).
 - Play a role in the life of the company and work across departments to develop a positive and engaged organisational culture including playing active and positive roles in staff forums/committee's.

- Be aware of, and comply with, rules and legislation pertaining to Health & Safety at work and abide by the procedures set out in the Health & Safety Policy.
- Be aware of, and comply with, rules and legislation pertaining to data security, and GDPR, at work and abide by the procedures set out in the Data Protection Policy.
- All staff are expected to demonstrate an understanding of, and adherence to, our safeguarding policy, including a duty to report any issues of concern.

Any other duties

The duties and responsibilities set out should not be regarded as exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post.

The post-holder may also be called upon to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.



Key relationships

This role is part of the People & Operations team. You will be managed by the Head Housekeeper

Internal

- People and Operations team
- Theatre & Sales Team
- Unique Venues Birmingham
- Colleagues from across the organisation

External

- Providers, suppliers
- Users of the theatre and the public

Person specification

You must have

If you do not demonstrate that you meet all these criteria you may not be shortlisted.

- Excellent customer service skills
- High personal standards and pride in your work
- Ability to work positively as a team player with others
- Ability to manage your time and tasks effectively
- Be honest, reliable and trustworthy
- Experience of cleaning a corporate and/customer service environment
- An enthusiasm for being an ambassador for The REP
- Good manners and etiquette
- Willingness to be flexible in work tasks and shift patterns
- Excellent communication and interpersonal skills
- Ability to work well under pressure and prioritise if needed

It'd be great if you had

If we need to choose between candidates who meet the essential criteria, we may take these factors into account.

- An interest and knowledge of the theatre
- Problem solving skills
- Some exposure to deputising for team leaders.



Terms & Conditions

Role name

Period of work: This is a permanent contract, subject to successful completion of a probationary period of three months.

Pay: £9.50 per hour

Hours: 18 hours per week in shifts worked on a rota basis.

Some evening and weekend work will be required.

We don't encourage or expect over time, however, in the event that over time is worked, this may be taken as time off in lieu to be agreed in advance with your line manager.

Holidays: 20 days per year plus public holidays. The holiday year runs from 1 September to 31 August each year.

Notice period: 1 week

Location of work: Your main place of work will be The REP in Birmingham, but you may be required to work permanently or temporarily at other locations locally

Other benefits: Contributory staff pension, 5% employee and 3% employer

Non-contractual benefits

- Free-to-use employee assistance service
- Staff ticket discount
- Staff discount in The REP food and drink outlets (when available)
- We actively encourage all staff to see shows as believe that being part of the REP product enhances everyone's experience as an employee and ambassador. To ensure everyone has a chance to attend shows every staff member is invited to attend press night for all The REP's own productions along with further complimentary tickets where possible as well as competitive discounts throughout the year.



There's no such thing as perfection...

At the REP we don't expect or look for the 'perfect candidate', instead we look for people who can positively contribute to our team. In return you will be given support, encouragement and all the right conditions to grow, succeed and be your best. We are committed to creating an inclusive workplace where difference is a strength and every unique voice and skill is recognised and valued.

For us, recruitment is more than a match against a job description, it's about feeling excited to come to work every day and being proud of who you work with and for. We believe The REP is for everyone, so however you identify, whatever your background, if you feel excited about this role then we urge you to please apply.

It's important to us that The REP reflects the communities we serve and therefore we particularly welcome applicants from the global majority and D/deaf & disabled communities as these groups are not as well represented as we want them to be. We want our REP to be culturally informed and accessible to all, so we encourage you to celebrate and share your own cultural experience and knowledge of our city proudly in your application.

Diversity monitoring

Our ultimate aim is to have diversity of all kinds in every layer of the organisation and to help us keep track of our success we kindly ask you to complete an Equality and Diversity form alongside your application. Participation is voluntary but appreciated and your responses will be anonymous and not shared with the recruiting managers.

Flexible working

We know flexibility is everything and we foster a working environment which is focused on outcomes. For this role you will be required to work specific hours and be present in the building. We always consider applications for job shares and will make every effort to accommodate these requests.

Safeguarding

The REP is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

Offers

Any job offer we make is subject to:

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK
- Role appropriate background checks